



Provider Communication

Subject: Adobe error message when opening RAs from the Message Center	Priority: High
Date: August 11, 2005	Message ID: ACSBNR08112005_2

Dear Provider:

Some providers attempting to open Remittance Advices (RAs) from the GHP Web Portal are receiving the following error message:

“There is a problem reading this document. Error code 114”

The issue has been identified with providers using Adobe® Reader® 7.0 to open this file. This week’s RA files can only be opened with Adobe® Reader® 6.0 or 5.0. We have found a solution for this issue and will repost this week’s RAs on the Web so they will be compatible with all versions of Adobe Reader. You will not have to change any settings or download any different versions of Adobe® Reader®.

Also, providers who have not experienced this issue in opening RAs will not be affected.

We apologize for any inconvenience.